



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Grafton Telephone Company**  
**for quarter ending June 30, 2015**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.38	5.30	7.14	6.94
B. Operator Answer Time - Information [730.510(a)(1)]	4.00	3.80	3.90	3.90
C. Repair Office Answer Time [730.510(b)(1)]	5.27	4.88	5.16	5.10
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.27	4.88	5.16	5.10
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.29	2.52	3.13	2.65
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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